

NEW YORK STATE
DIVISION OF HUMAN RIGHTS

NEW YORK STATE DIVISION OF
HUMAN RIGHTS on the Complaint of

LYNDA M. DERFERT,

Complainant,

v.

CHARTER COMMUNICATIONS, INC.,

Respondent.

VERIFIED COMPLAINT
Pursuant to Executive Law,
Article 15

Case No.

10195081

I, Lynda M. Derfert, residing at 212 Como Park Boulevard, Cheektowaga, NY, 14227, charge the above named respondent, whose address is 12405 Powerscourt Drive, Saint Louis, MO, 63131 with an unlawful discriminatory practice relating to employment in violation of Article 15 of the Executive Law of the State of New York (Human Rights Law) because of arrest record, conviction record.

Date most recent or continuing discrimination took place is 11/9/2017.

SEE ATTACHED

RECEIVED

**New York State Division of Human Rights
Employment Complaint Form**

JUN 11 2018

NYS DHHR BUFFALO
REGIONAL OFFICE

1. Your contact information:			
First Name <u>LINDA</u>		Middle Initial/Name <u>M</u>	
Last Name <u>DERFORT</u>			
Street Address/ PO Box <u>212 COMO PARK BOULEVARD</u>		Apt or Floor #:	
City <u>CHEEKTOWAGA</u>	State <u>NEW YORK</u>	Zip Code <u>14227</u>	
2. Regulated Areas: You believe you were discriminated against in the area of: <div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> Employment (including paid internship) <input type="checkbox"/> Apprentice Training <input type="checkbox"/> Internship (unpaid only) <input type="checkbox"/> Volunteer Firefighting (excludes disability, age, domestic violence victim status, arrest, conviction, genetic history) </div> <div> <input type="checkbox"/> Labor Organization <input type="checkbox"/> Employment Agencies <input type="checkbox"/> Licensing </div> </div>			
3. You are filing a complaint against:			
Employer Name <u>CHAPTER COMMUNICATIONS / SPECTRUM</u>			
Street Address/ PO Box <u>2875 UNION ROAD</u>			
City <u>CHEEKTOWAGA</u>	State <u>NEW YORK</u>	Zip Code <u>14227</u>	
Telephone Number: <u>(716) 558-8971</u> <u>(716) 270-1509 / (716) 558-8972</u> Ext.			
In what county or borough did the violation take place? <u>ERIE COUNTY</u>			
Individual people who discriminated against you:			
Name: <u>MELISSA WILCOX</u>		Title: _____	
Name: <u>(LSD) INFORMATION SERVICES</u> <u>GENERAL</u>		Title: _____	
If you need more space, please list them on a separate piece of paper.			
4. Date of alleged discrimination (must be within one year of filing):			
The most recent act of discrimination happened on: <u>11</u> <u>9</u> <u>2017</u> month day year			
5. For employment and internships, how many employees does this company have?			
<input type="checkbox"/> 1-3 <input type="checkbox"/> 4-14 <input type="checkbox"/> 15-19 <input checked="" type="checkbox"/> 20 or more <input type="checkbox"/> Don't know			
6. Are you currently working for this company?			
<input type="checkbox"/> Yes. Date of hire: _____ month day year		What is your position?	
<input type="checkbox"/> No. Last day of work: _____ month day year		What was your position?	
<input checked="" type="checkbox"/> I was never hired. Date of application: <u>SEPT. 19 2017</u> <u>SEE ATTACHMENT #5</u> month day year <u>FOR ADDITIONAL DATES</u>		What position did you apply for? <u>CUSTOMER SERVICE</u> <u>REPRESENTATIVE</u>	

Additional Information

This page is for the Division's records and **will remain confidential and will not be sent to the company or person(s) whom you are filing against.**

1. Contact Information

My primary telephone number:

(716) 254-8101

My secondary telephone number:

(716) 235-7294

My email address:

hayleylynn2000@yahoo.com

Date of birth:

11/20/1968

Contact person: (Someone who does not live with you but will know how to contact you if the Division cannot reach you)

Name: LEE OOSTERHOUT

Telephone number: (716) 997-0971

Address: 2519 WILLIAM ST, CHEEKTOWAGA, NY 14206

Email address: N/A

Relationship to me: FRIEND

2. Special Needs

I am in need of:

- ☐ Interpretation (if so what language?): _____
- ☐ Accommodations for a disability: _____
- ☐ Privacy. Keep my contact information confidential as I am a victim of domestic violence
- ☐ Other: _____

3. Settlement / Conciliation

To settle this complaint, I would accept: (Explain what you want to happen as a result of this complaint. Do you want a letter of apology, your job back, lost wages, an end to the harassment, etc.?)

LOST WAGES FROM THE DATE I WAS ACCEPTED A JOB OFFER ON OCTOBER 17, 2017 UNTIL THE DATE OF NOVEMBER 9, 2017 WHEN THEY TOLD ME MY OFFER WAS RESCINDED. I COULD HAVE HAD OTHER EMPLOYMENT.

4. Witnesses (information about witnesses may be shared with the parties as necessary for the investigation)

The following people saw or heard the discrimination and can act as witnesses:

Name: _____

Title: _____

Telephone Number: () _____ - _____

Relationship to me: _____

What did this person witness?

Name: _____

Title: _____

Telephone Number: () _____ - _____

Relationship to me: _____

What did this person witness?

5. Did you report or complain about the discrimination to someone else? ☐ Yes ☐ No

If yes, how exactly did you complain about the discrimination? (To whom did you complain?)

Date you reported or complained about discrimination:

____ month

____ day

____ year

What happened after you complained?

If you did not report the discrimination, please explain why:

I COULD NOT GET IN CONTACT WITH ANYBODY. I HAVE LEFT
NUMEROUS PHONE MESSAGES, HOWEVER, I HAVE NOT
RECEIVED ANY RETURN CALLS.

6. Were other people treated the same as you? How?

(For example, people who were harassed by the same manager, disciplined or terminated for the same reasons, did not receive an accommodation for the same reasons, etc.).

If you are complaining about discrimination relating to race, national origin, age, religion, etc. please describe their races, national origins, religions, etc.

7. Were other people treated better than you? How?

(For example, people who were not fired for doing the same thing you were fired for, people who were doing the same job but making more money, etc.).

If you are complaining about discrimination relating to race, national origin, age, religion, etc. please describe their races, national origins, religions, etc.

Spectrum

Job search Spectrum Careers Candidate Zone ^ Sign Out

+ Bars



Hello, Lynda Derfert!

Jobs Applications 42

ATTACHMENT #5

Saved Applications v

Submitted Applications (4) ^

Customer Service Rep

United States - New York - Cheektowaga

Full Time

Rep 1, Cust Svc Video Repair

Status: Applied - 16-Mar-2018

[View](#)
[Details](#)
[Cancel](#)

Customer Service Rep

United States - New York - Cheektowaga

Full Time

Rep 1, Cust Svc Video Repair

Status: No longer under consideration for this position - 06-Feb-2018

[View](#)

Customer Service Rep

United States - New York - Cheektowaga

Full Time

Rep 1, Cust Svc Video Repair

Status: No longer under consideration for this position - 18-Jan-2018

Technical Support Representative - Inter...

United States - New York - Buffalo

Full Time

Rep 1, Cust Svc Internet/Voice

Status: No longer under consideration for this position - 18-Jan-2018

In addition to my original application on Sept. 19, 2017,
 I also applied on
 Nov. 9, 2017
 Dec. 3, 2017
 Jan. 18, 2018
 Feb. 5, 2018
 Mar. 16, 2018

7. Basis of alleged discrimination:

Check **ONLY** the boxes that you believe were the reasons for discrimination. Please look at page 2 of "Instructions" for an explanation of each type of discrimination.

<input type="checkbox"/> Age: Date of Birth: _____	<input type="checkbox"/> Military Status: <input type="checkbox"/> Active Duty <input type="checkbox"/> Reserves
<input checked="" type="checkbox"/> Arrest Record (resolved in your favor or youthful offender record or sealed conviction record)	<input type="checkbox"/> National Origin: Please specify: _____
<input checked="" type="checkbox"/> Conviction Record ?	<input type="checkbox"/> Predisposing Genetic Characteristic: Please specify: _____
<input type="checkbox"/> Creed/ Religion: Please specify: _____	<input type="checkbox"/> Pregnancy-Related Condition: Please specify: _____
<input type="checkbox"/> Disability: Please specify: _____	<input type="checkbox"/> Race/Color or Ethnicity: Please specify: _____
<input type="checkbox"/> Domestic Violence Victim Status	<input type="checkbox"/> Sexual Orientation: Please specify: _____
<input type="checkbox"/> Familial Status: Please specify: _____	<input type="checkbox"/> Sex: Please specify: _____ Specify if the discrimination involved: <input type="checkbox"/> Pregnancy <input type="checkbox"/> Gender Identity <input type="checkbox"/> Transgender Status <input type="checkbox"/> Sexual Harassment
<input type="checkbox"/> Marital Status: Please specify: _____	

If you believe you were treated differently after you filed or helped someone file a discrimination complaint, participated as a witness to a discrimination complaint, or opposed or reported discrimination due to any category above, check below:

☐ **Retaliation:** How you did you oppose discrimination: _____

8. Acts of alleged discrimination: What did the person/company you are complaining against do? Check all that apply

<input checked="" type="checkbox"/> Refused to hire me	<input type="checkbox"/> Denied me an accommodation for my disability or pregnancy-related condition	<input type="checkbox"/> Denied me leave time or other benefits	<input type="checkbox"/> Harassed/ intimidated me (other than sexual harassment)
<input type="checkbox"/> Fired me/laid me off	<input type="checkbox"/> Denied me overtime benefits	<input type="checkbox"/> Sexually harassed or intimidated me	<input type="checkbox"/> Did not call back after lay-off
<input type="checkbox"/> Demoted me	<input type="checkbox"/> Paid me a lower salary than other co-workers doing the same job	<input type="checkbox"/> Gave me different or worse job duties than other workers doing the same job	<input type="checkbox"/> Denied me services/treated differently by employment agency
<input type="checkbox"/> Suspended me	<input type="checkbox"/> Denied me an accommodation for my religious practices	<input type="checkbox"/> Gave me a disciplinary notice or negative performance review	<input type="checkbox"/> Unlawful inquiry, or limitation, specification or discrimination in job advertisement
<input type="checkbox"/> Denied me training	<input type="checkbox"/> Denied me promotion/ pay raise	<input type="checkbox"/> Denied a license by a licensing agency	<input type="checkbox"/> Other: _____

9. Description of alleged discrimination

Tell us more about each act of discrimination that you experienced. Please include dates, names of people involved, and explain why you think it was discriminatory. TYPE OR PRINT CLEARLY.

SEE ATTACHED HAND WRITTEN PAGES 1-13
INCLUDING FOOTNOTES (#1-13)

ATTACHMENT #1

ATTACHMENT #2

EMAIL CORRESPONDENCE REFERRING
TO THE ABOVE FOOTNOTES

ATTACHMENT #3 - REQUIRED DRUG SCREEN VERIFICATION

ATTACHMENT #4 - MY RIGHTS TO A WRITTEN
STATEMENT UPON DENIAL OF EMPLOYMENT.

If you need more space to write, please continue writing on a separate sheet of paper and attach it to the complaint form. **DO NOT WRITE IN THE MARGINS OR ON THE BACK OF THIS FORM.**

9. DESCRIPTION OF ALLEGED DISCRIMINATION (cont.)

On Tuesday, September 19, 2017, ⁽¹⁾ I applied to Spectrum/Charter Communications for a Customer Care Position, starting November 6, 2017 at \$13.05/hour. The hours were to be 11am-7:30pm for 6 weeks training Mon-Fri. Then 5 days a week from 4pm-12³⁰am. I was contacted by Melissa Wilcox to come in for an interview on Friday, October 13 at 9:00am. I attended the interview and was contacted later and I was told I was accepted for the position. At that time I was I needed to perform the pre-hire activities as instructed online.

On Tuesday, October 17, 2017, ⁽²⁾ I received 9 separate emails from Spectrum/onboarding, instructing me to complete the following information as stated in those emails. The two pertinent emails were sent at 10:43am, stating "CONGRATULATIONS, WELCOME TO CHARTER" ⁽³⁾ and at 12:05pm, stating "CHARTER OFFER LETTER" ⁽⁴⁾. They stated the job offer was contingent on successful completion of a background check and a drug screen within 48 hours.

I did successfully complete the information requested for the background check and I did complete the drug screen within the 48 hours. The background check information was completed immediately after receiving the email on October 17 and the drug screen was completed on October 19.

SEE
ATTACHMENT
#3

By the following week, I tried a few times to call Melissa to inquire as the status of my background check. When I did get a response, she notified me that I must contact General Info Services to find out the status. I received an email from GIS stated my background check is in process and they requested it be expedited and they will notify the employer when completed.

However, it was only a few days before my start date on November 6, and I still haven't heard anything. It wasn't until November 2, 2017 (3) that I received an email from Spectrum/Charter stating "NEW HIRE" and an ID CARD was needed for access on my first day which was 2 business days

from when the email was sent. It requested that I download a photo of myself to print the ID Card. Therefore, I only had one day to accomplish this before starting Monday. I immediately called Melissa to explain I couldn't download a picture because I do not own or have access to a computer and asked if I could bring her a photo and download it at the office. She had called me back and informed me the background check was still not back yet. I told her, there's only one more day before I start, what is going to happen? She again told me, they do not know and I have to contact GIS again. So, I did call GIS and left messages.

On Friday, November 3, 2017, I received an email from GIS stating they completed the background check on October 30, and sent it to Spectrum then and said they should have had it since October 30, 2017.

On Friday, November 3 after receiving the information from GIS, I tried to contact Melissa a few times, leaving messages regarding the information GIS told me. Melissa finally returned my call and she said "I'm sorry, I've been notified by GIS that you won't be able to start working on Monday." I asked her "WHY" and she replied "We aren't told why, GIS just tells us that someone is eligible or not for employment with us." You will have to contact GIS to find out why" I asked her what showed on the background check because I answered the questions on it and stated I had a Felony for Attempted Robbery and I was honest about that. She said, she doesn't know what showed up and again told me I must contact GIS myself. Therefore, I immediately called GIS and inquired why they told Spectrum I was not eligible for employment. They replied "We cannot tell an employer to hire or not hire someone. That is

that in our power to make such a decision. It is entirely the employer that makes a decision to hire or not hire somebody. All we do is perform the checks requested by an employer and return the results back to that company.

I had tried calling Melissa several more times that day and explain what GIS had told me, but she never returned my calls.

Therefore, I am now really confused. Because at this point, I have no idea why I cannot be hired for this position I've been waiting a month and a half to begin working. Spectrum says GIS made the decision and GIS Spectrum tells me I cannot be hired.

Once again, I contacted GIS to ask what the background check consists of. They had sent me a copy of the results a few days later. I noticed it stated a Class A Misdemeanor / Petit Larceny showed up and said I failed to Disclose 1 Criminal Charge.

However, I did disclose that I had a Felony - Attempted Robbery in my past. Obviously, when completing the information requested on the original questionnaire for the background check, I assumed I answered the questions honestly and truthfully to the best of my knowledge. If I had been honest enough to state the fact I had an Attempted Robbery - Class E Felony, why would I fail to disclose a lesser charge of a minor Petit Larceny Misdemeanor? Obviously, I didn't understand the question asked of me during the background application process. I either thought I only had to state any felonies or state only crimes I have been convicted of. As I remembered, the Petit Larceny charge was dismissed in my favor as an ACD, which was discharged providing I do not get in any trouble in the next year. In my eyes, the case was dismissed, with Community Service.

In addition, for the past few

months, I have been requesting a criminal background history from an Attorney, Frank Lotempio III, just for this specific reason. So, I do not fabricate anything and I have all my information correctly entered on ANY job application.

Regardless, I felt I entered the background check information correctly. In addition, on numerous occasions, I have tried to re-apply to Spectrum just to get to the section where it asks about your criminal history. To no avail, I could not locate that section anywhere. I'm pretty sure what information is requested after you are hired. Which brings me back to the misleading statement in which caused me to file this complaint, the original email stating "CONGRATULATIONS, WELCOME TO CHARTER" and the "CHARTER OFFER LETTER" and this offer is contingent on successful "completion" of a background check and a drug screen. In which I completed BOTH.

It didn't state "contingent upon the RESULTS" of a completed background check, just that it was completed. And again, I did not hide any criminal charges, there isn't any reason I would have to hide a simple misdemeanor if I'm disclosing I was convicted of a Felony.

Regardless, neither GIS or Spectrum provided a reason of any kind as to why I did not get hired. I'm just ASSUMING the criminal history is the reason. Besides Melissa telling me in our last phone conversation on Friday, November 3, 2017 that she cannot give me a reason as to why I'm denied employment, it wasn't until November 9, 2017 (5) that I received an email from Spectrum stating "OFFER RESCINDED", however that email didn't state an explanation for my denial of employment either. SEE ATTACHMENT #4
After receiving that email, I tried calling Melissa once again, but had to leave a message and still no response.

Furthermore, I don't feel that is the only reason I've been discriminated against. Since the job has been rescinded, I immediately tried to contact Melissa many times to ask about re-applying. I wanted to know if I was even eligible to re-apply and if so, was there a waiting period? Could I apply for a different position? I left many messages, however I didn't receive any call backs. Therefore, due to the fact that I never found out why I was not hired and never told if I could apply again, I took it upon myself and applied again. In fact, I have applied FOUR more times. And the following will explain why I feel more discrimination has taken place regarding me trying to gain employment with Spectrum/Charter. on November 9, December 4, January 18, 2017 and February 5, 2018 are the dates I have tried to apply for a position with Spectrum/Charter Communications.

When I applied on November 9, 2017 ⁶ I received an email from Spectrum at 11:14pm. It stated "Thank you for applying, you must complete an assessment within 48 hours". Well, it wasn't even 12 hours later I received an email from Spectrum. It was November 10 ⁷ at only 10:08 AM. It stated, "Completion of Assessment is required, therefore, we are unable to move you forward in the selection process." So, why didn't I get the 48 hours to complete the assessment?

December 3, 2017 ⁸ I applied again and this time completed an assessment and received an email stating, "Thank you for completing the assessment" But then nothing after that.

Therefore, I applied once again for Customer Support Representative on January 10, 2018. ⁹ Again, I was prompted to complete an assessment in 48 hours. Again, I completed the assessment for this position.

On January 18, 2018, I received an email from Spectrum stating, "Upon reviewing your resume, we found that you do not meet the minimum qualifications required to perform this position."

The requirements posted in the job advertisement were HS Diploma, Call Center experience, Knowledge of Operating Systems, online services, browsers and mobile device apps. Willingness to field customer phone calls for 8 hours. Understand WIFI networks and easily communicate with customers and to other departments over the phone.

I do have a HS Diploma, I have 3 years Call Center experience and over 15 years Customer Service Relations and working with the public. I have no problem working with customers for 8 hours a day, because I truly love helping and assisting others. In addition, if I were asked to an interview, they would have found out my knowledge of many various

types of operating systems. As far as online services, browsers and mobile device apps, and WIFI networks, I probably know more about those than most. However, my previous jobs stated on my resume weren't the primary job functions as the duties and responsibilities entered as most important. Though, in an interview, they could have found that out. In addition, the job posting specifically states that the list above is not intended to be a list of all duties, responsibilities or SKILLS that may be required of individuals in this position.

However, with that being said, I figured I would attempt to apply one final time for a position with Spectrum. So, once again on February 5, 2018, I applied for the Rep 1, Customer Service Video Repair position. I was instructed to complete the assessment, however when I attempted to complete

the required assessment, I then received a response saying, "You have completed the assessment and you are officially recorded in our system. Needless to say, I have not heard any response from that application either.

Therefore, I attempted to apply one last final time on March 14, 2018. Upon completing the required assessment, I received the same message as the prior application. It stated "You have completed the assessment and are recorded in our system. It wasn't until 12 days later on March 28, 2018 that I received an email stating "Our records indicate that you did not complete the assessment required in order to be considered for this role. Therefore, we are unable to move you forward in the selection process."



ZYRTEC
A FUNG
DESDE
PRIMER
CLARITI
LA TER











































COMPRA

Responde en un minuto
dentro de 2 días
a primera
consulta en línea
7 días por

Discover Card Sponsored	Discover CashBack Match™ No-annual-fee Discover It® cash back. See	
CharterCommuni...	RE: Geninfo.com Form Submission Applicant	Mon, 10/30/17
Onboarding-	Message From Charter Communications	Sat, 10/28/17
Onboarding-	Important Notification	Sat, 10/28/17
Wilcox, Melissa	RE: Acceptace Notification	Mon, 10/23/17
Lynn	Acceptace Notification	Sat, 10/21/17
Onboarding-	Message From Charter Communications	Sat, 10/21/17
Onboarding-	Important Notification	Sat, 10/21/17
Camp, Natalia I	Drug Screen Courtesy Reminder-Urgent	Thu, 10/19/17
CSS: Onboarding.	URGENT- Charter Drug Screen Expiration	Wed, 10/18/17
Onboarding-	Message from Charter Communications	Tue, 10/17/17
css.onboarding.g...	Charter Onboarding has been completed.	Tue, 10/17/17
customerservice...	Lynda Derfert - Charter - Customer Operations	Tue, 10/17/17
Lynda Derfert	2 CHARTER OFFER LETTER	Tue, 10/17/17
Onboarding-	Message From Charter Communications	Tue, 10/17/17
Onboarding-	Message from Charter Communications	Tue, 10/17/17
css.onboarding.g...	CHARTER COMMUNICATIONS: NOTICE OF	Tue, 10/17/17
css.onboarding.g...	Charter Communications Onboarding System	Tue, 10/17/17
css.onboarding.g...	2 Welcome to Charter Communications	Tue, 10/17/17
Wilcox, Melissa	Spectrum Interview Confirmation-	Thu, 10/12/17
Wilcox, Melissa	Spectrum Interview Confirmation-	Fri, 9/29/17
SpectrumRecruti...	1 Thank you for completing the assessment!	Wed, 9/20/17

ATTACHMENT #1

Select All	Date	Descending Order	Apply
 Financial Planners - How They Can Help You Explore financial help options now, all with a			
	SpectrumRecruit...	13 Spectrum Recruiting - Status Update	Wed, 3/28/18 
	Spectrum	12 Your candidate reference number - Spectrum.	Fri, 3/16/18 
	assessment_invit...	Rep 1, Cust Svc Video Repair	Fri, 3/16/18 
	SpectrumRecruit...	Thank you for completing the assessment!	Mon, 2/5/18 
	Spectrum	11 Your candidate reference number - Spectrum.	Mon, 2/5/18 
	assessment_invit...	Rep 1, Cust Svc Video Repair	Mon, 2/5/18 
	SpectrumRecruit...	10 Spectrum Recruiting - Status Update	Thu, 1/18/18 
	SpectrumRecruit...	Thank you for completing the assessment!	Tue, 1/16/18 
	Spectrum	Your candidate reference number - Spectrum.	Tue, 1/16/18 
	Skrzynski, Dawn	NYS DOL Rapid Response Unit- Charter	Tue, 1/16/18 
	SpectrumRecruit...	Thank you for completing the assessment!	Fri, 1/12/18 
	C-	NEXT STEP - SPECTRUM JOB APPLICATION	Thu, 1/11/18 
	SpectrumRecruit...	Spectrum Careers - Assessment Reminder	Thu, 1/11/18 
	Spectrum	9 Your candidate reference number - Spectrum.	Wed, 1/10/18 
	assessment_invit...	Rep 1, Cust Svc Internet/Voice	Wed, 1/10/18 
	SpectrumRecruit...	8 Thank you for completing the assessment!	Sun, 12/3/17 
	SpectrumRecruit...	7 Spectrum Recruiting - Status Update	Fri, 11/10/17 
	Spectrum	6 Your candidate reference number - Spectrum.	Fri, 11/10/17 
	assessment_invit...	Rep 1, Cust Svc Video Repair	Fri, 11/10/17 
	SpectrumRecruit...	5 Spectrum Recruiting - Status Update	Thu, 11/9/17 
	CharterCommuni...	4 RE: Geninfo.com Form Submission Applicant	Fri, 11/3/17 
	Lynn	[No Subject]	Thu, 11/2/17 
	Lynn	[No Subject]	Thu, 11/2/17 
	Lynn	Re: Charter Communications - Response Needed	Thu, 11/2/17 
	Lynn	13 Re: Charter Communications - Response Needed	Thu, 11/2/17 

GET A
BUSINESS

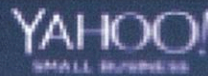
- Apply online in 10 min
- Borrow up to \$150,000
- Get your money in just 24 hours

Learn more about us

Apply

Citizen





CHARTER (1)

Compose

Search Mail

css.onboarding.group@charter.com
 Charter Communications Onboarding System Access
 Dear Lynda Derfert, The Charter Communications Onb

Tue, 10/17/17

css.onboarding.group@charter.com
Welcome to Charter Communications
 Dear Lynda Derfert, Congratulations and Welcome to

Tue, 10/17/17

Wilcox, Melissa
 Spectrum Interview Confirmation- CHEEKTOWAGA
 Lynda, This email is your formal confirmation to i

Thu, 10/12/17

Wilcox, Melissa
 Spectrum Interview Confirmation- CHEEKTOWAGA
 Lynda, This email is your formal invitation to int

Fri, 9/29/17

SpectrumRecruiting@charter.com
Thank you for completing the assessment!
 Thank you for completing the assessment. Your resp

Wed, 9/20/17

Previous

Rename

Delete



Hi Lynn

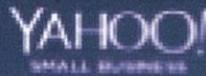
Sign Out

Privacy | Terms | Help



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ATTACHMENT #2



CHARTER (1)

Compose

Search Mail

Inboarding-Charter
Important Notification

Sat, 10/21/17

To reset your password please select the following

Camp, Natalia I

Thu, 10/19/17

Drug Screen Courtesy Reminder-Urgent

Good Morning! This is a courtesy reminder that you

CSS Inboarding Group

Wed, 10/18/17

URGENT- Charter Drug Screen Expiration Reminder *****TIME SENSITIVE- Due by Thursday, 10/19/2017*****

Hello! This is a reminder that you must schedule a

Inboarding-Charter

Tue, 10/17/17

Message From Charter Communications Onboarding System

To log into your account please click here

css.onboarding.group@charter.com

Tue, 10/17/17

Charter Onboarding has been completed!

Dear Lynda Derfert, Thank you for completing the

customerservice@screen.com

Tue, 10/17/17

Lynda Derfert - Charter - Customer Operations (CUSOP) Employment Screening Information

Please print and bring this attachment with any em

Lynda Derfert

Tue, 10/17/17

CHARTER OFFER LETTER

10/17/2017 Charter Communications 400 Atlantic Str

Inboarding-Charter

Tue, 10/17/17

Message From Charter Communications Onboarding System

Our records indicate that your Charter Communicati

Inboarding-Charter

Tue, 10/17/17

Message From Charter Communications Onboarding System

To log into your account please click here

css.onboarding.group@charter.com

Tue, 10/17/17

CHARTER COMMUNICATIONS NOTICE OF INTENT TO OBTAIN A CONSUMER REPORT

NOTICE OF INTENT TO OBTAIN A CONSUMER REPORT Please

Previous

Next

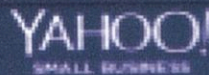
Rename

Delete



Hi Lynn

Sign Out



Compose

CHARTER (1)

Search Mail

Lynn
[No Subject]
I'm not sure if the photo required for my access to

Thu, 11/2/17

Lynn
[No Subject]
I'm not sure if the photo required for my access to

Thu, 11/2/17

Lynn
Re: Charter Communications - Response Needed for Employment Identification Card
Hi Lynn, we are currently in the process of reviewing your application.

Thu, 11/2/17

NewHireID@charter.com
Charter Communications - Response Needed for Employment Identification Card
Dear Lynda Berfert: We are excited that you will

Thu, 11/2/17

CharterCommunications
RE: GenInfo.com Form Submission - Applicant Inquiry
Hello, Your background check is currently in process.

Mon, 10/30/17

Onboarding-Charter
Message From Charter Communications Onboarding System
Our records indicate that your Charter Communications

Sat, 10/28/17

Onboarding-Charter
Important Notification
1. To reset your password please select the follow

Sat, 10/28/17

Wilcox, Melissa
RE: Acceptance Notification
Hello Lynda, The background check takes a minimum

Mon, 10/23/17

Lynn
Acceptance Notification
Hello, Melissa this is Lynda Berfert and I am inquir

Sat, 10/21/17

Onboarding-Charter
Message From Charter Communications Onboarding System
Our records indicate that your Charter Communications

Sat, 10/21/17

Previous

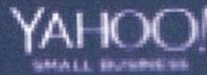
Next

Rename

Delete



Hi Lynn
Sign Out



Compose

CHARTER (1)

Search Mail

D-Donnie Griffin@charter.com

Thu, 11/11/18

NEXT STEP - SPECTRUM JOB APPLICATION **PLEASE READ**

Please take the online skills assessment using the

SpectrumRecruiting@charter.com

Thu, 11/11/18

Spectrum Careers - Assessment Reminder

Rep 1, Dust Svc Internet/Voice Application Lynda, Tha

Spectrum

Wed, 11/10/18

Your candidate reference number - Spectrum.

Lynda, You are officially in the system! We have a

assessment_invitation@tim brassing.com

Wed, 11/10/18

Rep 1, Dust Svc Internet/Voice

At Spectrum, our goal is to help candidates find t

SpectrumRecruiting@charter.com

Sun, 11/03/18

Thank you for completing the assessment!

Thank you for completing the assessment. You're app

SpectrumRecruiting@charter.com

Fri, 11/10/18

Spectrum Recruiting - Status Update

Lynda, Thank you for your interest in Spectrum and

Spectrum

Fri, 11/10/18

Your candidate reference number - Spectrum.

Lynda, You are officially in the system! We have a

assessment_invitation@tim brassing.com

Fri, 11/10/18

Rep 1, Dust Svc Video Repair

At Spectrum, our goal is to help candidates find t

SpectrumRecruiting@charter.com

Thu, 11/08/18

Spectrum Recruiting - Status Update

Lynda, I appreciate the time you have invested in

Charter Communications

Fri, 11/03/18

RE: Gen info.com Form Submission Applicant Inquiry

We is your background check completed as of 10:30

Previous

Next

Rename

Delete



Hi Lynn

Sign Out

En 3.16.11

Fri, 3/16/11

Mid-2007

MD, 2/3/

MD-2000

T-4, 1811

The "100"

Le 16/10/19

Chen, L. et al. 2016

File 0127

Yes

Delete

[Sign Out](#)[Privacy](#) [Terms](#) | [Help](#)

YAHOO!

ATTACHMENT #3

0431500047

eScreen

PO Box 25902
Overland Park, KS 66225-5902
(800) 881-0722



Lab Acct #: C1266703

Custody Control Form

92517640



Lab ID: ALERE

Lab Panel ID: 1200

Lab Acct #: C1266703

Panels: 5 PANEL STANDARD (1200)



Toxicology

Lab Address:

450 Southlake Blvd
Richmond, VA 23200

eScreen

Company Account: 126670-3

STEP 1.

Charter - Customer Operations (CUSOP)

7820 Crescent Executive Dr, Charlotte NC 28217

877-892-4372

HR Representative

Medical Review Officer

Dr. Stephen Kracht

Dr. Stephen Kracht

8140 Ward Parkway

Kansas City MO 64114

Step 2. TO BE COMPLETED BY COLLECTOR

Specimen temperature for urine specimens must be read
within 4 minutes of collection.

Specimen temperature within range: Yes

Verified Donor ID ☒Step 3. TO BE COMPLETED BY
COLLECTOR AND DONOR

Collector affixes bottle seal on specimen.

Type:

☒ Urine ☐ Oral ☐ Blood ☐ Hair ☐ Breath ☐ Split Specimen

STEP 4. Reason For Test:

☒ Pre-employment ☐ Return To Duty ☐ Promotion ☐ Periodic Medical ☐ Random ☐ Diversion
☐ Post Accident ☐ Follow Up ☐ Transfer ☐ Reasonable suspicion/cause ☐ Other

Step 5. TO BE VERIFIED BY DONOR

054-58-6521

Donor SSN

11/20/1968

Date of Birth

7162548101

Daytime Phone Number

Not Provided

Evening Phone Number

698617757

Drivers License

I certify that I provided my specimen to the collector, that I have not adulterated it in any manner, that the specimen bottle used was sealed with a tamper-evident seal in my presence, and that the information provided on this form and on the label affixed to the specimen bottle is correct. I hereby authorize the collector and testing service or laboratory (specifically including, but not limited to, eScreen, Inc.) to release the results of the test to the Company/Employer or their Designee.

Lynda Derfert

Donor's Name

10/19/2017 11:08 AM

Date & Time

Signature of Donor

Step 6. TO BE VERIFIED BY COLLECTOR

Name of Collection Site, Address, City, ST, Zip

Pulse Occ Medicine - Cheektowaga

5014 TRANSIT RD Located Inside Immediate Care

DEPEW NY 14043

Collection Site ID

27458

I certify that the specimen identified on this form is the specimen presented to me by the donor providing the certification on Step 5 of this custody control form, that it bears the same specimen identification number as that set forth above, and that it has been collected, labeled and sealed as in accordance with applicable requirements

Lisa Kowal

Collector's Name

10/19/2017 11:08 AM

Date & Time

Signature of Collector

Remarks:

Step 7. LAB RECEIVED

Seal Intact: ☐ Yes ☐ No

Shipper: FED EX

Date & Time

Specimen Bottle(s) Released To

Signature

ORIGINAL MUST ACCOMPANY SPECIMEN TO LABORATORY

Attachment #4

§754. Written statement upon denial of license or employment. At the request of any person previously convicted of one or more criminal offenses who has been denied a license or employment, a public agency or private employer shall provide, within thirty days of a request, a written statement setting forth the reasons for such denial.

* I WAS NEVER GIVEN A REASON AT ALL, *
VERBALLY, EMAIL NOR WRITTEN.

§755. Enforcement. (1) In relation to actions by public agencies, the provisions of this article shall be enforceable by a proceeding brought pursuant to article seventy-eight of the civil practice law and rules. (2) In relation to actions by private employers, the provisions of this article shall be enforceable by the division of human rights pursuant to the powers and procedures set forth in article fifteen of the executive law, and, concurrently by the New York City

Notarization of Complaint

Based on the information contained in this form, I charge the herein named respondent(s) with an unlawful discriminatory practice, in violation of the New York State Human Rights Law.

By filing this complaint, I understand that I am also filing my employment complaint with the United States Equal Employment Opportunity Commission under the Americans With Disabilities Act (covers disability related to employment), Title VII of the Civil Rights Act of 1964, as amended (covers race, color, religion, national origin, sex relating to employment), and/or the Age Discrimination in Employment Act, as amended (covers ages 40 years of age or older in employment). This complaint will protect my rights under federal law.

I hereby authorize the New York State Division of Human Rights to accept this complaint on behalf of the U.S. Equal Employment Opportunity Commission, subject to the statutory limitations contained in the aforementioned law.

I have not filed any other civil action, nor do I have an action pending before any administrative agency, under any state or local law, based upon this same unlawful discriminatory practice.

PLEASE INITIAL _____

I swear under penalty of perjury that I am the complainant herein; that I have read (or have had read to me) the foregoing complaint and know the contents of this complaint; and that the foregoing is true and correct, based on my current knowledge, information, and belief.



Sign your full legal name

KEVIN J. KISLOSKI
Notary Public, State of New York
Qualified in Erie County
Reg. No. 01KI6347405
My Commission Expires 09/06/2020

Subscribed and sworn before me
This 5 day of June, 2018



Signature of Notary Public

County: Erie

Commission expires: 9-6-20

Please note: Once this form is completed, notarized, and returned to the New York State Division of Human Rights, it becomes a legal document and an official complaint with the Division.